

EXECUTIVE SUMMARY

Thank you for your continued hard work sampling **Partridge Lake, Littleton** this year! Your monitoring group sampled the deep spot **three** times this year and has done so for many years. As you know, conducting multiple sampling events each year enables DES to more accurately detect water quality changes. Keep up the great work!

We encourage your monitoring group to continue utilizing the Plymouth State University Center for the Environment Satellite Laboratory in Plymouth. This laboratory was established to serve the large number of lakes/ponds in the greater North region of the state. This laboratory is inspected by DES and operates under a DES approved quality assurance plan. We encourage your monitoring group to utilize this laboratory next summer for all sampling events, except for the annual DES biologist visit. To find out more about the Center for the Environment Satellite Laboratory, and/or to schedule dates to pick up bottles and equipment, please call Adam Baumann, laboratory manager, at (603) 535-3269.

Internal and watershed phosphorus loading, algal blooms, and more specifically Cyanobacteria blooms have become increasingly more frequent in recent years. Cyanobacteria blooms have led to Partridge Lake as being impaired and not meeting state water quality standards.

To reduce algal blooms and eliminate Cyanobacteria blooms, phosphorus loading as a result of watershed runoff must be prioritized and addressed. In 2006, the Partridge Lake Property Owners Association (PLPOA) received a DES local watershed initiative grant to assist with this process. Pollutant load allocation will occur through the development of a watershed based plan. In addition, several sites will be selected for stormwater best management practice (BMP) design and implementation targeted at reducing stormwater runoff rates and volumes through storage and infiltration. Gomez and Sullivan Engineers, P.C., was selected by DES to assist with development of the watershed based plan and BMP design. The Town of Littleton has offered time and materials assistance to construct the BMPs.

Landscape BMPs will likely include native vegetation buffer plantings, stream bank stabilization, vegetated swales along lake roads, and stormwater detention/infiltration areas within the watershed. A byproduct of this will be sediment load and therefore phosphorus load reductions. BMP construction is anticipated to occur in 2009.

In addition to the watershed based plan and BMP design and implementation the PLPOA completed a septic system survey and an education campaign targeting landowners within the watershed about their individual impact on the watershed, stormwater runoff and the lake. Part of the education campaign included development and distribution of a Waterfront and Watershed property owner's brochure.

OBSERVATIONS & RECOMMENDATIONS

DEEP SPOT

➤ Chlorophyll-a

Chlorophyll-a, a pigment found in plants, is an indicator of algal or cyanobacteria abundance. Algae are typically microscopic plants that are naturally found in the lake ecosystem. The measurement of chlorophyll-a in the water gives biologists an estimation of the algal concentration or lake productivity. Table 14 in Appendix A lists the current year chlorophyll-a data.

Figure 1 depicts the historical and current year chlorophyll-a concentration in the water column.

The median summer chlorophyll-a concentration for New Hampshire's lakes and ponds is 4.58 mg/m³.

The current year data (the top graph) show that the chlorophyll-a concentration **decreased slightly** from **June** to **July**, and then **increased** from **July** to **August**.

The historical data (the bottom graph) show that the **2008** chlorophyll-a mean is **slightly less than** the state and similar lake medians. For more information on the similar lake median, refer to Appendix D.

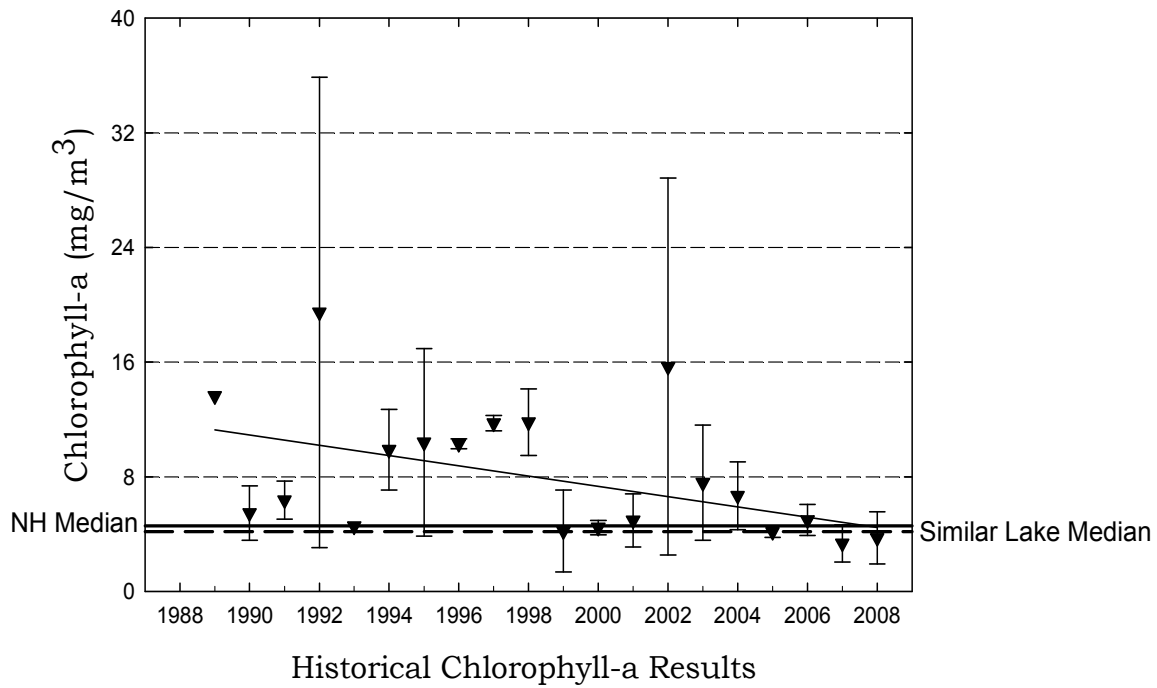
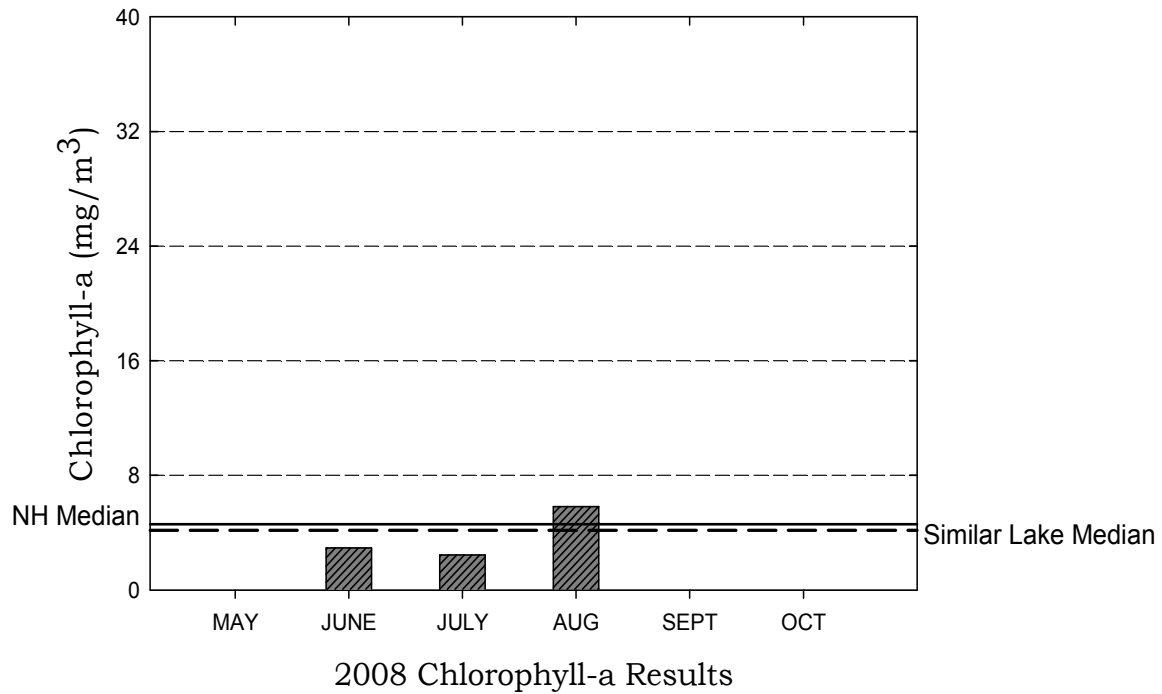
Overall, visual inspection of the historical data trend line (the bottom graph) shows a **variable** in-lake chlorophyll-a trend since monitoring began. Specifically the mean chlorophyll concentration has **fluctuated between approximately 3.34 and 19.47 mg/m³** since **1989**.

While algae are naturally present in all waterbodies, an excessive or increasing amount of any type is not welcomed. Phosphorus is the nutrient that algae typically depend upon for growth in New Hampshire lakes and ponds. Algal concentrations increase as nonpoint sources of phosphorus from the watershed increase, or as in-lake phosphorus sources increase. Increased Chlorophyll-a concentrations can also affect water clarity, causing Secchi-disk transparency to decrease (worsen) and turbidity to increase (worsen).

Therefore, it is extremely important for volunteer monitors to continually educate all watershed residents about management practices that can be implemented to minimize phosphorus loading to surface waters.

Partridge Lake, Littleton

Figure 1. Monthly and Historical Chlorophyll-a Results



➤ **Phytoplankton and Cyanobacteria**

Table 1 lists the phytoplankton (algae) and/or cyanobacteria observed in the pond in **2008**. Specifically, this table lists the three most dominant phytoplankton and/or cyanobacteria observed and their relative dominance in the sample.

Table 1. Dominant Phytoplankton/Cyanobacteria (July 2008)

Division	Genus	% Dominance
Pyrrophyta	Ceratium	34.3
Chrysophyta	Dinobryon	32.7
Cyanophyta	Anabaena	14.7

Phytoplankton populations undergo a natural succession during the growing season. Please refer to the “Biological Monitoring Parameters” section of this report for a more detailed explanation regarding seasonal plankton succession. Diatoms and golden-brown algae populations are typical in New Hampshire’s less productive lakes and ponds.

A small amount of the cyanobacterium **Anabaena** was observed in the **July** plankton sample. ***This cyanobacteria, if present in large amounts, can be toxic to livestock, wildlife, pets, and humans.*** Please refer to the “Biological Monitoring Parameters” section of this report for a more detailed explanation regarding cyanobacteria.

Cyanobacteria can reach nuisance levels when phosphorus loading from the watershed to surface waters is increased and favorable environmental conditions occur, such as a period of sunny, warm weather.

The presence of cyanobacteria serves as a reminder of the pond’s delicate balance. Watershed residents should continue to act proactively to reduce nutrient loading to the pond by eliminating fertilizer use on lawns, keeping the pond shoreline natural, re-vegetating cleared areas within the watershed, and properly maintaining septic systems and roads.

In addition, residents should also observe the pond in September and October during the time of fall turnover (lake mixing) to document any algal blooms that may occur. Cyanobacteria have the ability to regulate their depth in the water column by producing or releasing gas from vesicles. However, occasionally lake mixing can affect their buoyancy and cause them to rise to the surface and bloom. Wind and currents tend to “pile” cyanobacteria into scums that accumulate in one section of the pond. If a fall bloom occurs, please collect a sample in any clean jar or bottle and contact the VLAP Coordinator.

➤ **Secchi Disk Transparency**

Volunteer monitors use the Secchi disk, a 20 cm disk with alternating black and white quadrants, to measure how far a person can see into the water. Transparency, a measure of water clarity, can be affected by the amount of algae and sediment in the water, as well as the natural color of the water. Table 14 in Appendix A lists the current year transparency data. **The median summer transparency for New Hampshire's lakes and ponds is 3.2 meters.**

Figure 2 depicts the historical and current year transparency *with and without* the use of a viewscope.

The current year *non-viewscope* in-lake transparency **decreased gradually** from **June** to **August**.

The viewscope in-lake transparency was **greater than** the non-viewscope transparency on the **July** sampling event. The transparency was **not** measured with the viewscope on the **June** or **August** sampling events. As discussed previously, a comparison of transparency readings taken with and without the use of a viewscope shows that the viewscope typically increases the depth to which the Secchi disk can be seen into the lake, particularly on sunny and windy days. We recommend that your group measure Secchi disk transparency with and without the viewscope on each sampling event.

It is important to note that viewscope transparency data are not compared to a New Hampshire median or similar lake median. This is because lake transparency with the use of a viewscope has not been historically measured by DES. In the future, the New Hampshire and similar lake medians for viewscope transparency will be calculated and added to the appropriate graphs.

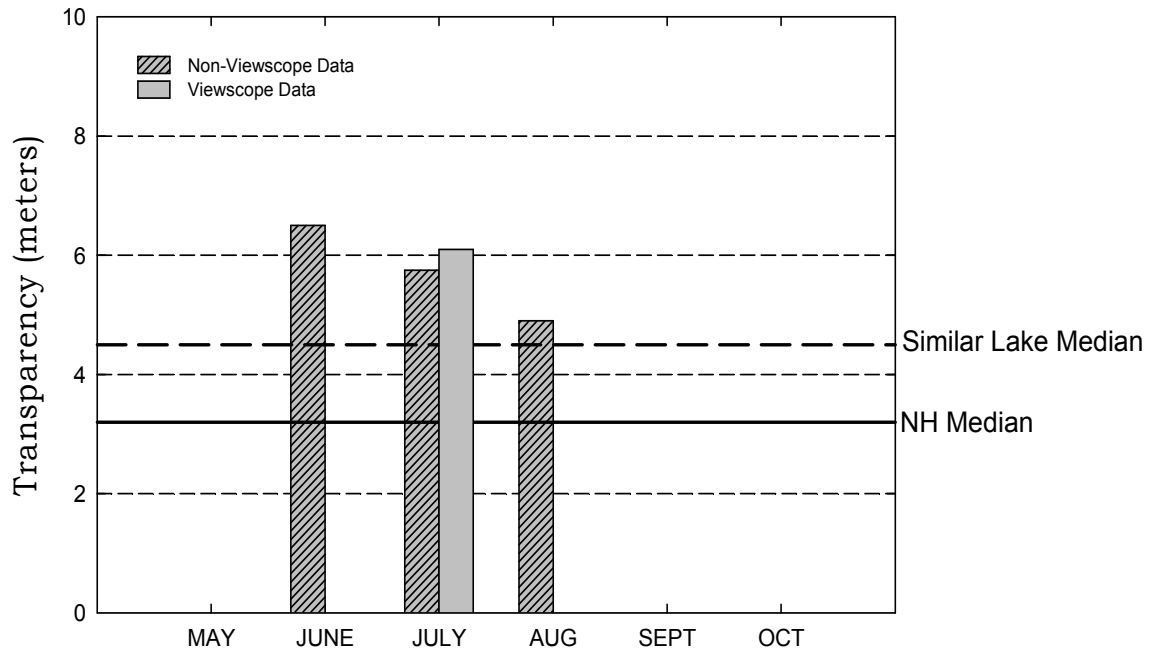
The historical data (the bottom graph) show that the **2008** mean non-viewscope transparency is **greater than** the state and similar lake medians. Please refer to Appendix D for more information about the similar lake median.

Visual inspection of the historical data trend line (the bottom graph) shows a **relatively stable** trend. Specifically, the transparency has **remained relatively stable ranging between approximately 3.70 and 6.95 meters** since monitoring began in **1989**.

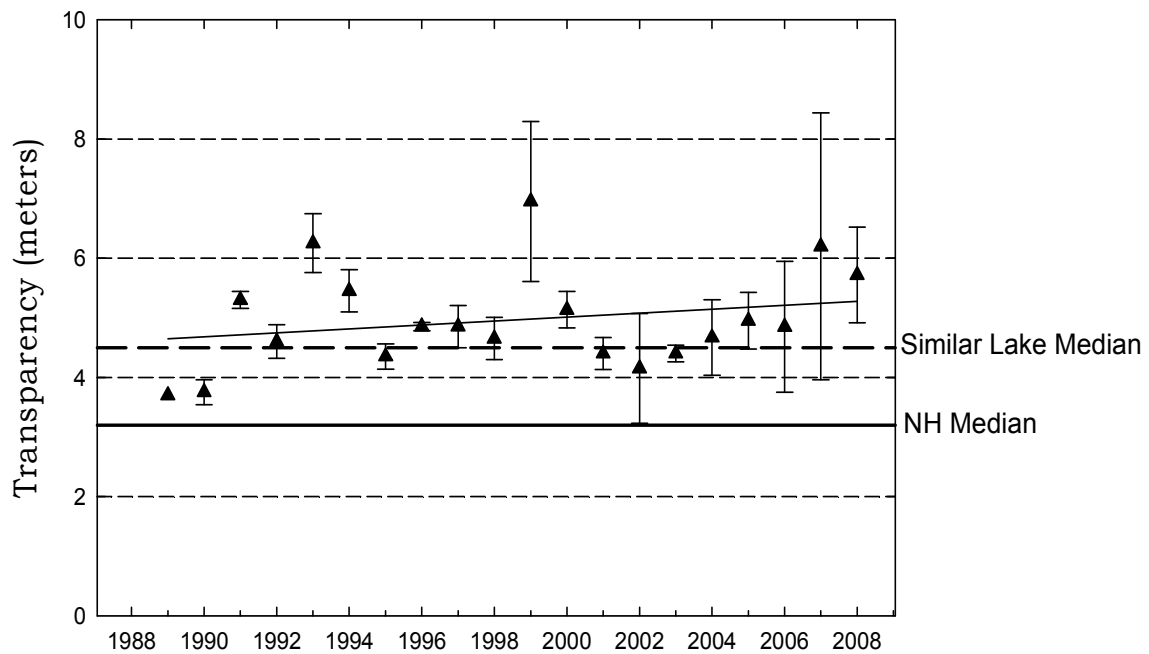
Typically, high intensity rainfall causes sediment-laden stormwater runoff to flow into surface waters, thus increasing turbidity and decreasing clarity. Efforts should continually be made to stabilize stream banks, pond shorelines, disturbed soils within the watershed, and especially dirt roads located immediately adjacent to the edge of tributaries and the pond. Guides to best management practices that can be implemented to reduce, and possibly even eliminate, nonpoint source pollutants, are available from DES upon request.

Partridge Lake, Littleton

Figure 2. Monthly and Historical Transparency Results



2008 Transparency Viewscape and Non-Viewscope Results



Historical Transparency Non-Viewscope Results

➤ **Total Phosphorus**

Phosphorus is typically the limiting nutrient for vascular plant and algae growth in New Hampshire's lakes and ponds. Excessive phosphorus in a pond can lead to increased plant and algal growth over time. Table 14 in Appendix A lists the current year total phosphorus data for in-lake and tributary stations. **The median summer total phosphorus concentration in the epilimnion (upper layer) of New Hampshire's lakes and ponds is 12 ug/L. The median summer phosphorus concentration in the hypolimnion (lower layer) is 14 ug/L.**

The graphs in Figure 3 depict the historical amount of epilimnetic (upper layer) and hypolimnetic (lower layer) total phosphorus concentrations; the inset graphs depict current year total phosphorus data.

The current year data for the epilimnion (the top inset graph) show that the phosphorus concentration **decreased** from **June** to **July**, and then **increased slightly** from **July** to **August**.

The historical data show that the **2008** mean epilimnetic phosphorus concentration is **less than** the state median and is **slightly less than** the similar lake median, and was the lowest mean total phosphorus concentration measured since monitoring began. Refer to Appendix D for more information about the similar lake median.

The current year data for the hypolimnion (the bottom inset graph) show that the phosphorus concentration **increased** from **June** to **July**, and then **decreased** from **July** to **August**.

The hypolimnetic (lower layer) turbidity samples were **elevated** on each sampling event (**6.22, 6.71 and 9.0 NTUs**). This suggests that the pond bottom may have been disturbed by the anchor or by the Kemmerer Bottle while sampling and/or that the pond bottom is covered by an easily disturbed thick organic layer of sediment. When the pond bottom is disturbed, phosphorus rich sediment is released into the water column. When collecting the hypolimnion sample, make sure that there is no sediment in the Kemmerer Bottle before filling the sample bottles.

The historical data show that the **2008** mean hypolimnetic phosphorus concentration is **much greater than** the state and similar lake medians. Please refer to Appendix D for more information about the similar lake median.

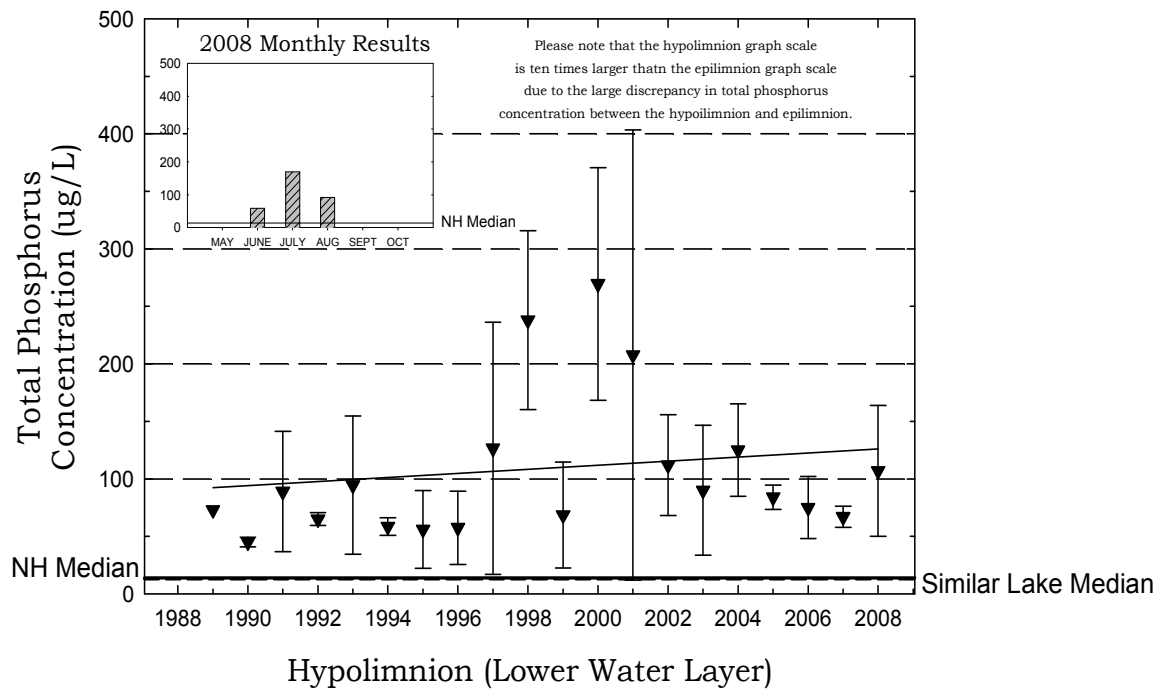
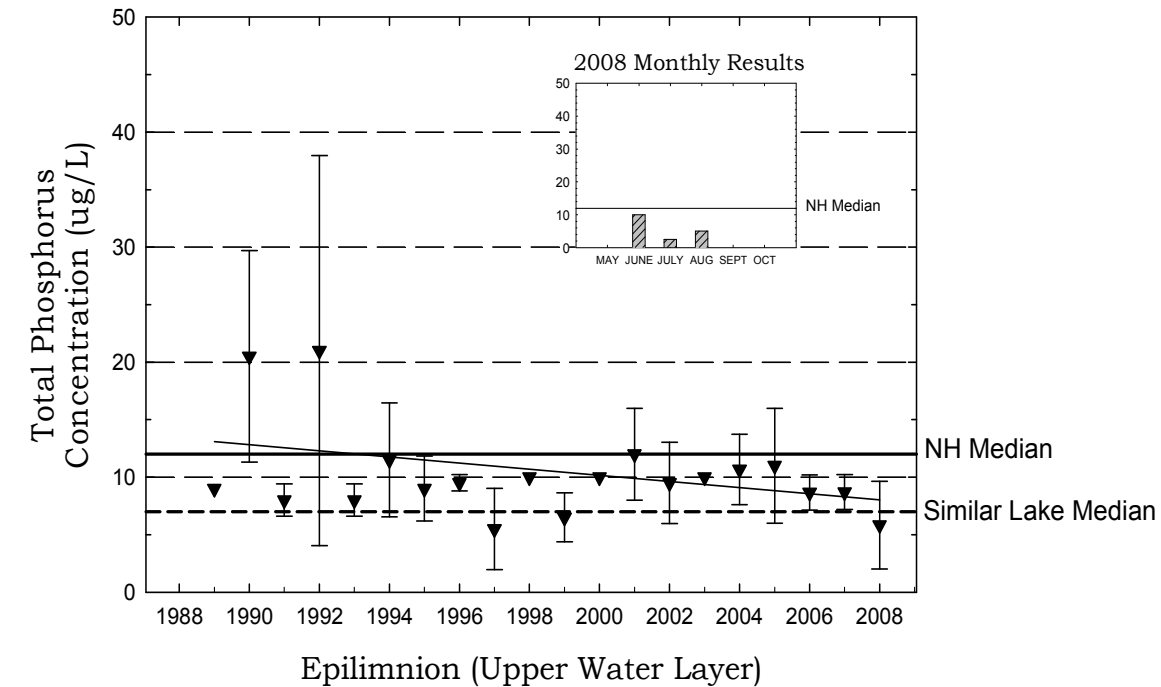
Overall, visual inspection of the historical data trend line for the epilimnion shows a **relatively stable** phosphorus trend (not including 1990 and 1992 data). Specifically, the mean annual epilimnetic phosphorus concentration has **remained approximately the same** since monitoring began in **1989**.

Overall, visual inspection of the historical data trend line for the hypolimnion shows a **variable** phosphorus trend since monitoring began. Specifically the mean annual concentration has **fluctuated between approximately 45 and 269 ug/L** since monitoring began in **1989**.

One of the most important approaches to reducing phosphorus loading to a waterbody is to continually educate watershed residents about the watershed sources of phosphorus and how excessive phosphorus loading can negatively affect the ecology and the recreational, economical, and ecological value of lakes and ponds.

Partridge Lake, Littleton

Figure 3. Monthly and Historical Total Phosphorus Data



➤ pH

Table 14 in Appendix A presents the current year pH data for the in-lake stations.

pH is measured on a logarithmic scale of 0 (acidic) to 14 (basic). pH is important to the survival and reproduction of fish and other aquatic life. A pH below 6.0 typically limits the growth and reproduction of fish. A pH between 6.0 and 7.0 is ideal for fish. The median pH value for the epilimnion (upper layer) in New Hampshire's lakes and ponds is **6.6**, which indicates that the state surface waters are slightly acidic. For a more detailed explanation regarding pH, please refer to the "Chemical Monitoring Parameters" section of this report.

The pH at the deep spot this year ranged from **6.95 to 7.68** in the epilimnion and from **6.32 to 6.88** in the hypolimnion, which means that the epilimnion is ***approximately neutral*** and the hypolimnion is ***slightly acidic***.

It is important to point out that the hypolimnetic (lower layer) pH was ***lower (more acidic)*** than in the epilimnion (upper layer). This increase in acidity near the bottom is likely due to the decomposition of organic matter and the release of acidic by-products into the water column.

Due to the state's abundance of granite bedrock and acid deposition received from snowmelt, rainfall, and atmospheric particulates, there is little that can be feasibly done to effectively increase pond pH. The pH at the deep spot, however, is sufficient to support aquatic life.

➤ Acid Neutralizing Capacity (ANC)

Table 14 in Appendix A presents the current year epilimnetic ANC for the deep spot.

Buffering capacity (ANC) describes the ability of a solution to resist changes in pH by neutralizing the acidic input. The median ANC value for New Hampshire's lakes and ponds is **4.9 mg/L**, which indicates that many lakes and ponds in the state are at least "moderately vulnerable" to acidic inputs. For a more detailed explanation about ANC, please refer to the "Chemical Monitoring Parameters" section of this report.

The acid neutralizing capacity (ANC) of the epilimnion (upper layer) ranged from **18.7 mg/L to 22.8 mg/L**. This indicates that the lake has a ***low vulnerability*** to acidic inputs.

➤ **Conductivity**

Table 14 in Appendix A presents the current conductivity data for in-lake stations.

Conductivity is the numerical expression of the ability of water to carry an electric current, which is determined by the number of negatively charged ions from metals, salts, and minerals in the water column. The median conductivity value for New Hampshire's lakes and ponds is **40.0 uMhos/cm**. For a more detailed explanation, please refer to the "Chemical Monitoring Parameters" section of this report.

The **2008** epilimnetic conductivity results for the deep spot were **lower than** has been measured **during the past few years**. It is likely that slow spring snowmelt allowed any chloride contributions to infiltrate into the groundwater and not directly into surface waters. Also, the record rainfall during the **2008 summer season** possibly diluted the ion concentration in surface waters throughout the watershed. Specifically, the significant summer rainfalls likely increased the flushing rate for many lakes allowing potential watershed pollutants to flush through the system and not concentrate in the stratified surface waters.

➤ **Dissolved Oxygen and Temperature**

Table 9 in Appendix A depicts the dissolved oxygen/temperature profile(s) collected during **2008**.

The presence of sufficient amounts of dissolved oxygen in the water column is vital to fish and amphibians and also to bottom-dwelling organisms. Please refer to the "Chemical Monitoring Parameters" section of this report for a more detailed explanation.

The turbidity and total phosphorus concentration in the hypolimnion (lower layer) sample was **elevated** on each of the sampling events this year. Historically, the hypolimnetic dissolved oxygen concentration has been **very low** on most sampling events. This suggests that the lake bottom is composed of a thick layer of organic material that is easily disturbed. The presence of a thick organic layer on the lake bottom, which is likely comprised of decomposed plants and algae, would explain the lower dissolved oxygen concentration near the lake bottom.

➤ **Turbidity**

Table 14 in Appendix A presents the current year data for in-lake turbidity.

Turbidity in the water is caused by suspended matter, such as clay, silt, and algae. Water clarity is strongly influenced by turbidity. Please refer to the

“Other Monitoring Parameters” section of this report for a more detailed explanation.

As discussed previously, the hypolimnetic (lower layer) turbidity was ***elevated*** (**6.22, 6.71 and 9.0 NTUs**) on the each sampling event. In addition, the hypolimnetic turbidity has been elevated on many sampling events during previous sampling years. This suggests that the lake bottom may have been disturbed by the anchor or by the Kemmerer Bottle while sampling and/or that the lake bottom is covered by an easily disturbed thick organic layer of sediment. When the lake bottom is disturbed, phosphorus rich sediment is released into the water column. When collecting the hypolimnion sample, make sure that there is no sediment in the Kemmerer Bottle before filling the sample bottles.

TRIBUTARY SAMPLING

➤ Total Phosphorus

Table 14 in Appendix A presents the current year total phosphorus data for tributary stations. Please refer to the “Chemical Monitoring Parameters” section of the report for a detailed explanation of total phosphorus.

The phosphorus concentration in the **Inlet 1** sample on the **June** sampling event was **slightly elevated (16 ug/L)**, however, the turbidity was **not elevated (0.83 NTUs)**. It had rained approximately **0.5 inches** during the **24-72 hours** prior to the sampling event. Rain events typically carry phosphorus laden watershed runoff to tributaries. Phosphorus sources in the watershed can include agricultural runoff, failing or marginal septic systems, stormwater runoff, road runoff, and watershed development.

The phosphorus concentration in the **Inlet 6** sample on the **July** sampling event was **elevated (27 ug/L)**, and the turbidity was also **elevated (2.12 NTUs)**. It had rained approximately **2.0 inches** during the **24-72 hours** prior to the sampling event. Rain events typically carry sediment and phosphorus laden watershed runoff to tributaries. Phosphorus sources in the watershed can include agricultural runoff, failing or marginal septic systems, stormwater runoff, road runoff, and watershed development.

➤ pH

Table 14 in Appendix A presents the current year pH data for the tributary stations. Please refer to the “Chemical Monitoring Parameters” section of this report for a more detailed explanation of pH.

The pH of the tributary stations ranged from **6.97 to 7.86 (> 6)** and is sufficient to support aquatic life.

The pH of the **Inlets** appears to be slightly basic or alkaline (pH > 7). This may naturally occur as a result of calcium rich bedrock. As carbon rich water percolates through the soil it can dissolve limestone in rock formations causing a natural increase in pH.

➤ Conductivity

Table 14 in Appendix A presents the current conductivity data for the tributary stations. Please refer to the “Chemical Monitoring Parameters” section of the report for a more detailed explanation of conductivity.

The **Inlets** have experienced elevated conductivity levels since monitoring began. We recommend that your monitoring group conduct a conductivity

survey of tributaries with **elevated** conductivity and along the shoreline of the pond to help identify the sources of conductivity. As previously mentioned increasing conductivity typically indicates the influence of pollutant sources associated with human activities.

We recommend that your monitoring group conduct stream surveys and rain event sampling along the tributaries with **elevated** conductivity so that we can determine potential sources to the lake.

For a detailed explanation on how to conduct rain event sampling and stream surveys, please refer to the 2002 VLAP Annual Report special topic article, which is posted on the VLAP website at

<http://www.des.nh.gov/organization/divisions/water/wmb/vlap/categories/publications.htm>, or contact the VLAP Coordinator.

It is possible that de-icing materials applied to nearby roadways during the winter months may be influencing the conductivity in the lake. In New Hampshire, the most commonly used de-icing material is salt (sodium chloride).

Therefore, we recommend that the **tributaries** be sampled for chloride next year. This additional sampling may help us identify what areas of the watershed are contributing to the increasing in-lake conductivity.

Please note that the DES Limnology Center in Concord is able to conduct chloride analyses free of charge, and Plymouth State University is able to conduct chloride analyses for a minimal fee. As a reminder, it is best to conduct chloride sampling in the spring as the snow is melting and during rain events.

➤ **Turbidity**

Table 14 in Appendix A presents the current year turbidity data for the tributary stations. Please refer to the “Other Monitoring Parameters” section of the report for a more detailed explanation of turbidity.

Inlet 6 experienced turbid conditions in **July**, likely the result of stormwater runoff from significant rain events prior to sampling. Rainfall creates runoff that washes sediment and organic materials into tributaries causing turbid water conditions. Eventually, the suspended solids settle out once the flow is reduced or the tributary flow enters the lake.

➤ **Bacteria (*E. coli*)**

Table 14 in Appendix A lists the current year data for bacteria (*E.coli*) testing. *E. coli* is a normal bacterium found in the large intestine of humans and other warm-blooded animals. *E.coli* is used as an indicator organism because it is easily cultured and its presence in the water, in defined amounts, indicates that sewage **may** be present. If sewage is present in the water, potentially harmful disease-causing organisms **may** also be present. Please refer to the “Other

Monitoring Parameters” section of the report for a more detailed explanation.

Bacteria sampling was not conducted this year. If residents are concerned about sources of bacteria such as failing septic systems, animal waste, or waterfowl waste, it is best to conduct *E. coli* testing when the water table is high, when beach use is heavy, or immediately after rain events.

➤ **Chlorides**

Table 14 in Appendix A lists the current year data for chloride sampling. The chloride ion (Cl⁻) is found naturally in some surface waters and groundwaters and in high concentrations in seawater. Research has shown that elevated chloride levels can be toxic to freshwater aquatic life. In order to protect freshwater aquatic life in New Hampshire, the state has adopted **acute and chronic** chloride criteria of **860 and 230 mg/L** respectively. The chloride content in New Hampshire lakes is naturally low, generally less than 2 mg/L in surface waters located in remote areas away from habitation. Higher values are generally associated with salted highways and, to a lesser extent, with septic inputs. Please refer to the “Chemical Monitoring Parameters” section of this report for a more detailed explanation.

Chloride sampling was **not** conducted during **2008**.

DATA QUALITY ASSURANCE AND CONTROL

Annual Assessment Audit:

During the annual visit to your pond, the biologist conducted a sampling procedures assessment audit for your monitoring group. Specifically, the biologist observed the performance of your monitoring group while sampling and filled-out an assessment audit sheet to document the volunteer monitors’ ability to follow the proper field sampling procedures, as outlined in the VLAP Monitor’s Field Manual. This assessment is used to identify any aspects of sample collection in which volunteer monitors failed to follow proper procedures, and also provides an opportunity for the biologist to retrain the volunteer monitors as necessary. This will ultimately ensure that the samples volunteer monitors collect are truly representative of actual lake and tributary conditions.

Overall, your monitoring group did an **excellent** job collecting samples on the annual biologist visit this year! Specifically, the members of your monitoring group followed the proper field sampling procedures and there was no need for the biologist to provide additional training. Keep up the good work!

Sample Receipt Checklist

Each time your monitoring group dropped off samples at the laboratory this summer, the laboratory staff completed a sample receipt checklist to assess and document if your group followed proper sampling techniques when collecting the samples. The purpose of the sample receipt checklist is to minimize, and hopefully eliminate, improper sampling techniques.

Overall, the sample receipt checklist showed that your monitoring group did a **very good** job when collecting samples this year! Specifically, the members of your monitoring group followed the majority of the proper field sampling procedures when collecting and submitting samples to the laboratory. However, the laboratory did identify a few aspects of sample collection that your group could improve upon, as follows:

- **Sample “cooling”:** Please remember to bring a cooler with ice when you sample. Samples should be put directly into the cooler and kept on ice until they are dropped off at the laboratory. This will ensure that samples do not degrade before they are analyzed. If you plan to sample on the weekend, please sample on Sunday, preferably in the afternoon, and return samples to the laboratory first thing on Monday morning to ensure that samples can be analyzed within 24 hours. **And, please remember that *E.coli* samples that are more than 24 hours old will not be accepted by the laboratory for analysis.**

USEFUL RESOURCES

Best Management Practices to Control Nonpoint Source Pollution: A Guide for Citizens and Town Officials, DES Booklet WD-03-42, (603) 271-2975 or www.des.nh.gov/organization/commissioner/pip/publications/wd/documents/wd-03-42.pdf.

Cyanobacteria in New Hampshire Waters Potential Dangers of Blue-Green Algae Blooms, DES fact sheet WMB-10, (603) 271-2975 or www.des.nh.gov/organization/commissioner/pip/factsheets/wmb/documents/wmb-10.pdf.

Impacts of Development Upon Stormwater Runoff, DES fact sheet WD-WQE-7, (603) 271-2975 or www.des.nh.gov/organization/commissioner/pip/factsheets/aot/documents/wqe-7.pdf.

Lake Protection Tips: Some Do's and Don'ts for Maintaining Healthy Lakes, DES fact sheet WD-BB-9, (603) 271-2975 or www.des.nh.gov/organization/commissioner/pip/factsheets/bb/documents/bb-9.pdf.

Low Impact Development Hydrologic Analysis. Manual prepared by Prince George's County, Maryland, Department of Environmental Resources. July 1999. To access this document, visit www.epa.gov/owow/nps/lid_hydr.pdf or call the EPA Water Resource Center at (202) 566-1736.

Low Impact Development: Taking Steps to Protect New Hampshire's Surface Waters, DES fact sheet WD-WMB-17, (603) 271-2975 or www.des.nh.gov/organization/commissioner/pip/factsheets/wmb/documents/wmb-17.pdf.

Proper Lawn Care In the Protected Shoreland, The Comprehensive Shoreland Protection Act, DES fact sheet WD-SP-2, (603) 271-2975 or www.des.nh.gov/organization/commissioner/pip/factsheets/sp/documents/sp-2.pdf.

Road Salt and Water Quality, DES fact sheet WD-WMB-4, (603) 271-2975 or www.des.nh.gov/organization/commissioner/pip/factsheets/wmb/documents/wmb-4.pdf.

Shorelands Under the Jurisdiction of the Comprehensive Shoreland Protection Act, DES fact sheet SP-4, (603) 271-2975 or www.des.nh.gov/organization/commissioner/pip/factsheets/sp/documents/sp-4.pdf.